

To the LCNF SDR Panel

I hope that you feel that it is appropriate for NEA to submit a brief response to the consultation you issued earlier this month on the Successful Delivery Rewards for the LCNF. NEA was not one of the main named partners under NPG's Customer Led Network Revolution, however we were contracted under the programme to support the partners to help evaluate customer attitudes and responses to the installations/ interventions delivered by the partners.

We felt that the partners managed the programme well, with effective processes to make necessary changes and adaptations to the original delivery plans. In terms of the customer experience, the programme partners helped to ensure that adequate advice and support was provided which enabled the customers participating in the project to fully benefit from the installations/tariffs and services.

I hope this informal feedback can be considered alongside the other consultation responses you may have received. Please do contact me if you would like me to elaborate.

Kind regards  
Jenny Saunders

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